Volunteer Program

311.1 PURPOSE AND SCOPE

It is the policy of this office to use qualified volunteers to assist in the daily operation through their contribution of services to the inmates and the families of inmates, and to serve as a link between the facility and the community. Volunteers are intended to supplement and support, rather than supplant corrections deputies and other personnel. Volunteers can be an important part of any organization and are proven to be a valuable asset to corrections institutions.

311.1.1 DEFINITION OF VOLUNTEER

An individual who performs a service for the Office without promise, expectation or receipt of compensation for services rendered. This may include unpaid chaplains, unpaid reserve corrections deputies, interns, inmate reentry programs personnel and persons providing administrative support.

311.2 VOLUNTEER PROGRAM MANAGEMENT

The Corrections Support Services Captain will oversee the recruitment, orientation, training, and supervision of contract providers, volunteers, and any other individual who may enter Corrections Bureau facilities and have contact with or provide services to inmates.

311.2.1 PROGRAM COORDINATOR

The Corrections Support Services Captain or designee is to provide a central coordinating point for effective program management within the Office, and to direct and assist staff and volunteer efforts to provide more productive services. The Corrections Support Services Captain should work with other Office staff on an ongoing basis to assist in the development and implementation of volunteer positions.

The Corrections Support Services Captain or the authorized designee shall be responsible for:

(a) Developing and maintaining a volunteer recruiting plan.

(b) Recruiting, selecting and training qualified volunteers for various positions.

(c) Facilitating the implementation of new volunteer activities and assignments.

(d) Maintaining records for each volunteer.

(e) Tracking and evaluating the contribution of volunteers.

(f) Maintaining a record of volunteer schedules and work hours.

(g) Completion and dissemination as appropriate of all necessary paperwork and information.

(h) Planning periodic recognition events.

(i) Administering restrictions when warranted.

(j) Maintaining liaison with other community programs that use volunteers and assisting in community efforts to recognize and promote volunteering.

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311.2.2 RECRUITMENT

Volunteers should be recruited on a continuous and ongoing basis in accordance with office policy on equal opportunity non-discriminatory employment. A primary qualification for participation should be an interest in, and an ability to assist the Office in serving the public.

When a member receives a volunteer, contract, or professional visitor's application, they will ensure the application is complete. This will include a copy of the applicant’s Driver’s License or Identification Card and will also state what position the applicant is applying for. In addition, Prison Rape Elimination Act (PREA) information and an acknowledgment form will be given to each prospective applicant. The acknowledgment form must be returned with the application. This information will be forwarded to the Corrections Staff Assistant (SA).

311.2.3 SCREENING

All prospective volunteers should complete the volunteer application form.

A documented background investigation shall be completed on each volunteer applicant and shall include, but not necessarily be limited to, the following:

Information from the National Crime Information Center (NCIC III) information, Data Input System for the Courtroom Use Study (DISCUS), Superior Court Statistical Reporting Manual (SCOMIS), local warrants check, the computerized jail management system (ATIMS), and the Jail Booking and Reporting System (JBERS).

311.2.4 SELECTION AND PLACEMENT

Service as a volunteer with the Office shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Office, normally the Corrections Support Services Captain . No volunteer should begin any assignment until he/she has been officially accepted for the position. Each volunteer should complete all required enrollment paperwork and will receive a copy of his/her position description and agreement of service with the Office.

Volunteers should be placed only in assignments or programs that are consistent with their knowledge, skills, abilities, and the needs of the facility.

Volunteers must meet the following criteria prior to approval:

- 21 years of age.
- No Outstanding Warrants
- No current or recent drug use
- No felony convictions within the past 3 years.
- No pending felony or misdemeanor charges.
- No incarcerations in a correctional facility in the last 2 years.

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• No criminal behavior in the last 2 years.

The Support Services Captain can make exceptions on a case by case basis.

311.2.5 TRAINING

The SA will add the names of contract staff, who are scheduled to enter the facility on a regular basis, to the Corrections Bureau Organizational Chart. In addition, the SA will request the Administrative Lieutenant to schedule a security briefing with these staff. This training will include, but not be limited to:

a. Proper use of the radio

b. How to call for assistance

c. Code Calls/limited traffic conduct

d. Fire alarm reaction

e. Use of computer (e-mail, internet, ATIMS – if cleared)

f. Confidentiality g. Prison Rape Elimination Act (PREA training)

The SA will keep an organized and accurate recording of all volunteer and contract staff and ensure the following requirements are met:

a. The volunteer and contract staff will have to be background checked annually, on or before the individual’s anniversary date, to ensure they meet the criteria for clearance.

All volunteers shall comply with the rules of conduct and with all orders and directives, either oral or written, issued by the Office.

311.2.6 FITNESS FOR DUTY

No volunteer shall report to work or be on-duty when his/her mental or physical condition has been impaired by alcohol, medication or other substances, or when the volunteer is experiencing illness or injury.

Volunteers shall report to their supervisor any changes in status that may affect their ability to fulfill their duties. This includes, but is not limited to, the following:

(a) Driver's license status, if driving is part of the duties of the assignment

(b) Any medical condition that might impair the volunteer’s ability to perform the duties of the position

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(c) Arrests

(d) Criminal investigations

(e) The detention of family members, work associates or immediate friends

All volunteers shall adhere to the guidelines set forth by this office regarding drug and alcohol use.

311.2.7 DRESS CODE

As representatives of the Office, volunteers should present a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Volunteers shall be required to return any issued uniform or office property at the termination of service.

311.3 SUPERVISION OF VOLUNTEERS

Each volunteer who is accepted to a position with the Office and assigned to the correctional facility must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer and should be available to the volunteer for consultation and assistance.

A volunteer may be assigned and act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

311.4 CONFIDENTIALITY

With appropriate security clearance, volunteers may have access to confidential information, such as criminal histories or investigative files. Unless otherwise directed by a supervisor or office policy, all information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know, as determined by office policy and supervisory personnel.

Each volunteer will be required to sign a nondisclosure agreement before being given an assignment with the Office. Subsequent unauthorized disclosure of any confidential information, verbally, in writing or by any other means, by the volunteer is grounds for immediate dismissal and possible criminal prosecution.

Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the Office, or maintain that they represent the Office in such matters without permission from the proper office personnel.

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311.5 PROPERTY AND EQUIPMENT

Volunteers will be issued an identification card that must be worn at all times while on-duty.

Any fixed and portable equipment issued by the Office shall be for official and authorized use only. Any property or equipment issued to a volunteer shall remain the property of the Office and shall be returned at the termination of service.

311.5.1 TELECOMMUNICATION SYSTEMS USAGE

Volunteers with access to law enforcement telecommunication systems shall successfully complete all mandated access training and radio procedures training prior to using any such equipment. Volunteers shall comply with all policies and procedures related to the use of such equipment. The Corrections Staff Assistant (SA) should ensure that appropriate training is provided for volunteers whenever necessary.

311.6 DISCIPLINARY PROCEDURES/TERMINATION

A volunteer may be removed from the volunteer program at the discretion of the Sheriff, Chief Deputy of Corrections or the program coordinator. Volunteers shall have no property interests in their continued appointment.

Volunteers may resign from volunteer service with the Office at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

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